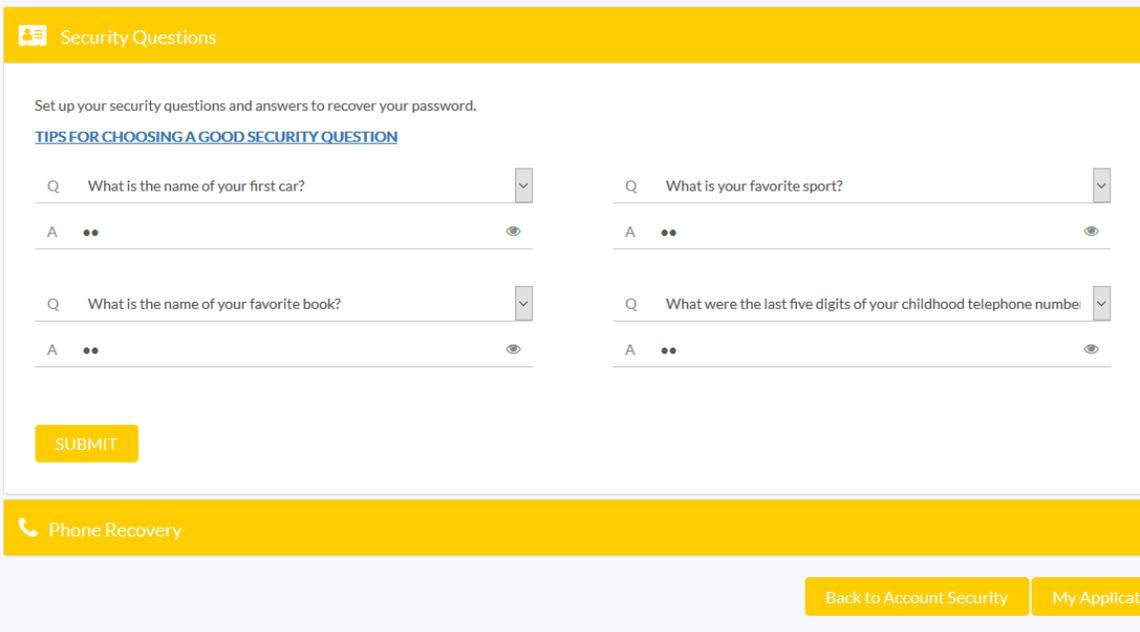


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<b>FAQ – How do I change my account recovery information?</b>				

**Process**

1. Log in to <https://portal.wilkes.edu>.
2. In the **Wilkes Quick Links** section on the left, click the link for **Password Manager**.
3. A **Please re-enter your password** tab will open, enter your password in the pop up and click **Sign in**.
4. On the **Account Security** page, in the **Account Recovery Settings** box, click the **Get Started** button.
5. On the **Account Recovery Settings** page, in the **Security Questions** section, set up all four questions and answers. Click **Submit**.
  - a. If you would like, you may also add a recovery phone number in the **Phone Recovery** section below the **Security Questions** section.



6. When finished, click the **Back to Account Security** button.
7. On the **Account Security** page, click the **Back to My Apps** button.
8. At the **Are you sure?** pop up, click **Yes** to save your settings and you will be taken back to the portal.